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QUESTION 1

You need to move changes to the production environment. What should you do?

- A. Import an unmanaged solution with a default publisher.
- B. Import a managed solution with a default publisher.
- C. Import a managed solution with a custom publisher.
- D. Import an unmanaged solution with a custom publisher.

Correct Answer: C

QUESTION 2

You are a Dynamics 365 for Customer Service system administrator for a Sandbox and a Production instance.

A user forgets to sign out from a shared device connected to a Production instance. A second user makes changes to records using the credentials of the first user.

You need to implement user session timeouts to prevent this type of issue from recurring.

Where should you configure this feature?

- A. each instance of Microsoft Azure Active Directory (Azure AD) associated to the tenant
- B. each user in Microsoft 365 admin center
- C. each user in Dynamics 365
- D. each Dynamics 365 instance

Correct Answer: D

QUESTION 3

You are a Dynamics 365 for Customer Service system administrator.

When a customer case is assigned to a new representative, the system must send an email to the customer to alert them about the change.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

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Actions	Answer Area
Create a new process that includes a Category Workflow and an Entity contact.	
For the Start when condition, select Record status changes.	om
Select cases and choose send direct email.	400
Set the property to Configure email with desired fields.	
Modify available to run to run as a child process.	
Create a new process that includes a Category Workflow and an Entity case.	
For the Start when condition, select Record is assigned.	
Add condition and send email steps.	
Correct Answer:	
Actions	Answer Area
Create a new process that includes a Category	Create a new process that includes a Category

Create a new process that includes a Category Workflow and an Entity contact.

For the Start when condition, select Record status changes.

Select cases and choose send direct email.

Modify available to run to run as a child process.

Create a new process that includes a Category Workflow and an Entity case.

For the Start when condition, select Record is assigned.

Add condition and send email steps.

Set the property to Configure email with desired fields.

QUESTION 4

You are a Dynamics 365 for Customer Service system administrator. You implement Dynamics 365 for a customer.

The customer wants to use Microsoft OneNote in Dynamics for a custom entity. The OneNote tab does not appear in the Timeline.



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You need to make the tab visible.

What should you do first?

- A. Enable the entity for Microsoft SharePoint document management.
- B. Grant access in the user\\'s security role.
- C. Check document management for the entity in the default solution.
- D. Grant access under the user\\'s product licenses.

Correct Answer: A

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/admin/set-up-onenote-integration-in-dynamics-365

QUESTION 5

You are a Dynamics 365 Customer Service system administrator.

You need to reduce the database size and reduce the rate at which the size of the audit log increases.

What should you do?

- A. Back up the production instance and restore to a Sandbox instance. Delete the audit log.
- B. Turn auditing features off for entities or fields that are not needed.
- C. Delete the current audit log.
- D. Replicate the database to Microsoft Azure SQL.

Correct Answer: B

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